



Job Description

Job Title:	Funding and Communications Administrator
Tenure:	Permanent
Base:	Workington Head Office /Home Working
Responsible to:	Director of Funding & Communications
Responsible for:	No direct reports
Salary:	Year 1 - £19,279
Hours:	37.5 hours per week

JOB SUMMARY:

The role of Funding and Communications Administrator is based within the Marketing & Income Generation (MIG) and Finance Teams.

The overall purpose of the MIG Team is to raise the profile of Hospice at Home West Cumbria (HHWC) and to generate income to support all Hospice activities.

The overall purpose of the Finance Team is to provide a comprehensive and supportive finance and administrative service, both internally and externally, to ensure that the financial management of the Charity and Trading Company meets all statutory requirements.

The post holder will play a key role in assisting both teams to achieve these objectives by ensuring that donations and data are accurately recorded and communications with supporters is developed.

DUTIES AND RESPONSIBILITIES OF THE POST

Key responsibilities of the job:

- Accurate and efficient processing of donations and supporter communications including ensuring all donations are thanked appropriately and all donor gift aid status and communications preferences are up to date.

- Initiates and develops relationships with supporters through excellent written communications encouraging engagement and providing support.
- Record information in the fundraising and financial databases including:
 - donations made online, in person and direct transfer
 - lottery memberships, communications and event registrations
 - online platform reports.
 Ensure both databases reflect consistent, accurate and up to date records.
- Calculate Gift Aid on sponsor forms and assist with Gift Aid Claims.
- Takes the lead as the fundraising database administrator. Supports regular reviews of the database and annual data cleanse.
- Manages data reports to enable mailing lists to be kept up to date.
- Coordinates fundraising and marketing stock including researching products, managing inventories and ordering stock and materials.
- Explores possibilities for integration of information systems to enable our supporter database to grow.
- Handles high volumes of confidential data and information, storing and retrieving it following the internal data management policy.
- Taking and processing payments, cash handling and general office duties.
- Develops a detailed knowledge of the work of HHWC, acting as an ambassador to raise awareness of the organisation and inspire potential new supporters.

Personal Development:

- To be committed to personal and professional development and engage in mandatory and statutory training as required.
- Set challenging goals through the appraisal process to ensure the effective delivery of personal objectives.
- To keep updated with current policies and procedures.

General:

- To ensure that personal conduct, ways of working and work activities are always aligned to the Hospice's purpose and values.
- In accordance with the Data Protection Act 2018 and the General Data Protection Regulations, to ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity,

its patients, staff and volunteers and particularly of the area for which directly responsible.

- To promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- To adhere to the Health and Safety policy and report all accidents, incidents or near misses promptly and when requested to co-operate with any investigations undertaken.
- To be aware of obligations and to abide by the spirit and nature of the Equal Opportunities policy to avoid direct and indirect discrimination.
- To undertake any other duties which may be reasonably required.

Person Specification - Funding and Communications Administrator

	Qualities Required	Essential (E) Desirable (D)	Method of Assessment
Practical Knowledge and Qualifications	Business admin. qualification at NVQ level 2 OR qualification in a related subject OR relevant experience	E	A/I
	Knowledge of income processing and financial procedures	D	A/I
Skills and Competencies	Ability to perform mathematical calculations manually	E	A
	Ability to devise communications that contain accurate grammar and spelling in different formats for a variety of audiences with exceptional attention to detail	E	A
	Skilled communicator, able to motivate, enthuse and engage others through written and verbal communications	E	I/E
	Works well to deadlines and under pressure and an ability to prioritise and use initiative	E	I
	Ability to work independently with minimum supervision, as well as work well with team members	E	A/I
	Ability to build and maintain relationships with individuals and other organisations	E	A/I
	Advanced IT skills and working knowledge of all Office applications	E	A/I/E
	Strong admin and organisational skills	E	A/I
	Self-motivated with a positive attitude and demonstrable strive to find practical solutions to problems seeing what needs to be done and gets on and does it	E	A/I
	A creative and innovative flair	E	I/E
	Approachable, professional and compassionate	E	I
	Flexible in times of change and support new ways of working	E	I
	Ability to handle sensitive information and maintain confidentiality	E	A
Experience	Experience of working as part of a team in a busy environment	E	A/I
	Experience of Sage or similar Accounts software, and CRM systems	D	A/I
	Experience of general administration systems and processes	E	A/I
	Experience of financial processes and procedures	D	A/I
	Experience of handling confidential information and documentation	D	A/I
	Experience of using databases; inputting, managing, and manipulating information	E	A/I

A = Application Form, I = Interview, E = Exercise